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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Thomas Henry Helzerman Group Art Unit: 3623

Serial No.: 09/543,227

Examiner: Susanna M. Meinecke Diaz

Filed: April 5, 2000

In Response to Office Action

Dated: June 9, 2004

For: QUALITY OPERATING SYSTEM

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Attorney Docket No.: 200-0487

GROUP 3600

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the U.S. Postal Service first class mail in an envelope addressed to Mail Stop: Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on

Date: 9/9/04

Kathy Dixon

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT/RESPONSE UNDER 37 C.F.R. §1.111

Dear Sir:

In response to an Office Action mailed on June 9, 2004,  
please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listings of claims  
which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 13 of this paper.